



# Townsville Waste Services

## Quarter 1 Progress Report Against Performance Targets for 2015/2016

The following performance targets reflect the level of service Townsville Waste Services intends to provide to its customers. Townsville Waste Services will be accountable for its performance against these targets by reporting its quarterly progress against annual performance targets to council. All progress reports and annual results will be published on the council's website.

**LEGEND:** ● Target met ● Monitoring result ● Not met

Waste Services				
Effective Collection of Residential Waste and Recycling	Annual Target	Quarter 1 Result	Progress Indicator	Comments
Missed kerbside waste and recycling services	<1 per 1,000 services	0.32	●	Missed kerbside collections are on target for Quarter 1.
Response time to missed kerbside waste and recycling services.	>95% by the next business day	Reporting in progress	●	Our reporting systems are not currently able to report on a key date required for this performance indicator. Work is underway to extract information to report accurately in future reporting periods.
New residential kerbside service commencement	100% within 3 business days or on another date agreed with the customer	Reporting in progress	●	Our reporting systems are not currently able to report on a key date required for this performance indicator. Work is underway to extract information to report accurately in future reporting periods.
Response time to bin repair/replacement requests	100% within 3 business days after payment of appropriate fee	Reporting in progress	●	Our reporting systems are not currently able to report on a key date required for this performance indicator. Work is underway to extract information to report accurately in future reporting periods.
Waste disposal facilities are available and functional during opening hours	363 days per year	92 days	●	All waste disposal facilities were open and functional on every day required during the months of July, August and September. This service standard is on track to be met by the end of the financial year.

Quarter 1  
2015/16